

Moodle prior market research – Additional information (June 7th 2019)

Due to requests for additional information from interested economic operators, The Croatian Academic and Research Network – CARNET is publishing additional information regarding the prior market research for the public procurement procedure for designing, implementing and maintaining a high-performance and scalable Moodle system as well as Moodle system interface redesign and user experience optimisation in the 2nd phase of the programme: “e-Schools – a comprehensive informatization of school operation processes and teaching processes aimed at the creation of digitally mature schools for the 21st century”.

- 1. Please provide us specific information about the support level, support hours, support type-requests from current experience, and also the SLA you want to offer you, along with terms and conditions.**

Answer about the support level is included in the answer to the 2nd question. Regular support hours would be Monday to Friday from 8am to 4pm. However, for emergencies we expect 24/7 support. The most common support requests are requests for new plugins and bugs after the upgrades. We do not have any example of the SLA at the moment.

- 2. In your cost statements forms you have cost only for “System maintenance” which as we understand covers the infrastructure only. Do you also need “Platform maintenance” services for technical support like bug fixing, upgrades etc? If the answer is yes, please add an extra row at the table, or just confirm that the “System maintenance” covers the infrastructure and the LMS support.**

Yes, the “System maintenance” covers both the infrastructure and the LMS support. Platform maintenance services include technical support i.e. bug fixing and upgrades, as stated in the question.

- 3. Do you also need 1st & 2nd level support for end users, or only 3rd level support for business users only (how many?)? If you need 1st & 2nd level support, please provide us more details regarding the channel of support (like ticketing platform, email, call, live chat), the number of requests per month you want to handle and add in our offer, and also the languages needed to offer our answers.**

We need only 3rd level of support for CARNET administrators. Number of CARNET administrators that will be involved in this contract is at this moment 5 and can vary depending on the internal circumstances or the request. The channel of support will be mainly ticketing platform or if necessary e-mail and call.

Number of requests at this moment can be estimated at 10 monthly in periods of usual activities. However, the number can increase in a period of intense user activities or substantial system changes, such as a system upgrade.

The preferred language is Croatian, however, English is also fine.

4. Please explain the hours we can/cannot do regular maintenance works at LMS & infrastructure

Major upgrades on the system should be planned during winter and summer holidays i.e. January or August. Minor upgrades can be planned between 2-6 AM during working days (Monday to Friday) or during the weekend at any time. In both cases users must be notified about unavailability of the system - for major upgrades at least one month in advance while for minor upgrades at least 7 days in advance.

5. Regarding the cost tables please inform us more about the training. Is it F2F onsite or we can do it by webinars? How many users are we going to get trained?

Training should be delivered onsite. We expect that 10 people will participate in the training.

6. What is the maximum number of business trips for project meetings you require at your premises to make during our contract/year? How many days per trip approximately? Can you please explain the project team roles that you would like to attend the meeting at your premises (like project managers or network/dev team?)

Planned number of business trips is one per year. It is planned that the meetings last for one business day. Meetings can be combined with the training or research/evaluation of user experience activities to decrease travel costs.

Meetings should be attended by the project manager and technical or other staff who will be in charge of the contract implementation. If needed, additional meetings can be organized online.

7. Reading the projects objects, we see the “Implementation of the system” list, but there was no specific reference at your cost tables.

Implementation of the system cost should include all items listed in the Notification:

- Establishing a new system
- Migration of existing data from the old to the new system
- Testing and optimization of the new system
- Commissioning with users
- Development of the project and technical documentation
- Training for the contracting authority

- 8. What is the duration of the support contract in excel sheet? Support contract starts from(?) and ends 31/12/2022. Let us know if you need a support offer per year of for the whole project duration.**

We estimate that the contract will begin in October or November 2019, depending on how long the procurement process will last. We expect the total amount for the entire duration of the project.

- 9. Do you plan to add new costs sector for other costs, like project management, penetration tests by 3rd party organization, software licenses needed (ex for the servers) etc**

If needed, you can add other cost sector to the existing cost table. Penetration tests will be performed by CARNET security department.

- 10. Do you have a maximum budget for this project? It is always good to know your estimations for our contract, because that way we can adjust our services based to your plan.**

Maximum budget for this project is approximately 202.000,00 EUR.

- 11. Do you have minimum requirements to participate at this tender, like:**

- **Project teams members with certified Project Manager, DPO, certified Moodle experience etc?**
- **ISO Standards such as 9001, 27001?**
- **Similar projects?**
- **Award criteria?**

Minimum requirements will not be demanding. The specific requirements similar to what is stated in the question will not be included in the minimum requirements, but in the additional requirements that will be used as award criteria. Through the course of prior consultation we will make public the description of object of procurement, technical specifications, offer selection criteria for economic operators, award criteria and special conditions relating to the performance of a contract. Interested economic operators will be able to send their inquiries and remarks within at least 5 days. Based on the information received from the interested economic operators we will prepare the procurement documentation.

- 12. Regarding the research of users' habits and needs, do you want to follow a specific methodology to gather the data and deliver the reports?**

No, the economic operator will propose a methodology and we will approve it.

13. Regarding the wireframe and design development, can you please list some examples of the Moodle pages you want to develop? Which are these 28 pages?

The wireframe and design for each of the four instances includes the instance home page and the instance home page after login (My Home Page link), the course home page, *Book* resource, *Page* resource, *Quiz* activity and *Forum* activity (7 pages for each instance, $7 \times 4 = 28$ pages).

14. Content type. Can you please share an example of an infographic and a video you like to have? Do you know video type (ex video explainer, simple tutorial, screen capture, marketing etc) and duration is needed?

At this point we do not have specific examples for these items. Infographics should show in a simple and appealing way the general ideas and concepts. We expect videos that will be motivational for the end users, so they can include different elements, such as user testimonials, footage of users working in Moodle, animations or similar. The videos are not intended for showing users how to use Moodle, User guide will be used for that.

15. What are exactly project duration and phases with the deliverables? We would like to know the key milestone dates of the project implementation phase in order to create the project team to meet all your deadlines.

The project will hopefully start in October or November 2019 and will end in December 2022. At this point the key milestone dates of the project implementation phases are not defined yet. This information will be available during prior consultation in July. Any suggestions of economic operators in terms of duration of project phases are welcome.

16. Do you need the Moodle to have specific interfaces with other systems like SIS, AD, Office365, custom apps etc? Please give us more technical details about the type of integration you need, explaining some business scenarios you want to achieve.

We do not need Moodle to have specific interfaces with other systems.

17. Do you need a Mobile app for the LMS? If the answer is yes, please inform us exactly what are the Moodle community (or custom) plugins you are using or willing to use, in order to check their compatibility with the Moodle Mobile app and evaluate the effort needed. This service is also missing from the cost table.

Yes, we are using official Moodle Mobile application, available through Google Play or Apple App Store. Currently we have about 120 plugins installed on the system. List of plugins will be available during prior consultation in July.

Some of these plugins are already compatible with Moodle Mobile application so the additional effort for these will not be necessary.

18. Please explain more the functional differences between the 4 instances of Moodle (if any).

Here are the main differences between the four instances:

- Instance 1 is intended for primary and secondary schools. This instance will allow user registration via AAI @ EduHr * user identity. This system will have a small number of add-ons (plug-ins, <https://moodle.org/plugins/index.php>) whose list will be submitted by the contracting entity later, and the selected tenderer will download them from the official Moodle site.
- Instance 2 is intended for higher education institutions. This instance will allow user registration via the AAI @ EduHr user identity. This instance will contain a large number of plug-ins, whose list will be submitted later by the contracting entity.
- Instance 3 is intended for adult learners. This instance will allow user registration via AAI @ EduHr's user identity, but also in other ways in agreement with the contracting entity (for example, using an email, Facebook account, Google account, etc.). The instance will have a few plug-ins, the list of which will be submitted by the contracting entity later.
- Instance 4 is intended for competitions. This instance will allow user login through AAI @ EduHr user accounts, but also in other ways in agreement with the contracting entity. The instance will have a few plug-ins, the list of which will be submitted by the contracting entity later.